



Facilities and Safety Services Job Family: **Custodial Services Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity. ***A position that is classified into this title and band must meet the Cornell requirements for exemption under the FLSA***

GENERIC JOB PROFILE SUMMARIES

Custodial Services Supervisor MANAGEMENT	Custodial Services Manager I MANAGEMENT	Custodial Services Manager II MANAGEMENT
Supervise, measure and maintain a high level of quality regarding custodial services provided to assigned area according to Association of Physical Plant Administrators (APPA) cleaning standards; act as primary liaison for assigned area.	Manage and maintain a high level of quality regarding custodial services for multi-faceted operational area(s); ensuring the highest standards of cleanliness according to APPA cleaning standards; act as point of contact for assigned building and liaison to Facilities manager.	Lead custodial operations for multiple building complexes across the Cornell campus, advance department vision and provide direction on objectives and priorities to ensure the highest quality service and productivity based upon APPA cleaning standards regarding custodial service operations.
Responsible for custodial staff; assign, review and supervise staff positions and adjust accordingly based on operational needs of each building.	Responsible for custodial staff; assign, review and supervise staff positions and adjust accordingly based on operational needs of each building.	Provide leadership to Custodial Services Supervisors; counsel and coach staff on complex issues; manage team performance, provide professional development opportunities to staff.
Partner with Human Resource in hiring decisions and performance management.	Partner with Human Resource in hiring decisions and performance management.	Develop and plan for comprehensive staffing needs throughout the assigned complexes, participate in recruitment and search processes.
Adhering to UAW contract assist with administering employee/labor relations matters and employee grievance procedures of formal discipline (including discharge) in collaboration with Custodial Manger, Facilities and Campus Services Human Resources and Workforce Policy and Labor Relations.	Adhering to UAW contract administer to employee/labor relations matters and employee grievance procedures of formal discipline (including discharge) in collaboration with Custodial Manger, Facilities and Campus Services Human Resources and Workforce Policy and Labor Relations.	Ensure adherence to UAW contract administration for employee/labor relations matters, employee grievance procedures of formal discipline (including discharge) and worker's compensation and contract negotiations in collaboration with Custodial Manger, Facilities and Campus Services Human Resources and Workforce Policy and Labor Relations.

Custodial Services Supervisor MANAGEMENT	Custodial Services Manager I MANAGEMENT	Custodial Services Manager II MANAGEMENT
Ensure compliance for required training; oversee, maintain and ensure timely reporting of training documents and records for area of responsibility.	Conduct and coordinate comprehensive education and training operations for the assigned complexes; ensure compliance for required training and provide advice on staff development training.	Direct, conduct and coordinate comprehensive education and training operations for the assigned complexes; ensure all staff receive required training including new employee orientation, annual health & safety training, special project and equipment training and remedial training as necessary.
May oversee and assign appropriate staffing for furniture moves and special event set-up/tear-down including opening and closing, housing, reunions, final exams, Trustee Meetings, conferences, etc.; provide audio visual and oversight for room bookings associated with conferences, meetings, and events.	Oversee and assign appropriate staffing for furniture moves and special event set-up including opening and closing, housing, reunions, final exams, Trustee Meetings, conferences, etc.; provide audio visual and oversight for room bookings associated with conferences, meetings, and events.	Manage and ensure appropriate staffing and coordination for special events to provide campus consistency; evaluate procedures and resolve issues with building occupants.
Manages supply inventory and equipment for all assigned buildings and occupants; identify and recommend purchases as applicable.	Manages supply inventory and equipment for all assigned buildings and occupants; identify and recommend purchases as applicable.	Assists with negotiation of supply purchases; recommend and select new vendors, specialty products; initiate contracts negotiation with new vendor.
Observe and report maintenance issues to the appropriate building coordinator and/or manager; regularly inspects all assigned facilities and completes reports in support of the Department's Quality Assurance Program.	Observe maintenance issues and partner with stakeholders to understand on-going maintenance needs; assess building conditions for proper utilization and regularly inspects all assigned facilities and completes reports in support of the Department's Quality Assurance Program.	Ensure quality assurance inspections are conducted at required intervals and properly documented in collaboration with Quality Assurance Manager; interface with building coordinators and other college administrators to ensure provision of quality services.
Proactively interface with assigned building occupants on a regularly scheduled basis, to solicit feedback regarding services and notify occupants of upcoming custodial matters.	Proactively partner with stakeholders and assigned building occupants, to solicit feedback regarding services and building maintenance, actively provide project coordination services for assigned areas; notify occupants of upcoming custodial and maintenance matters.	Establish and maintain effective rapport with campus-wide clients; identify and address service needs; develop and implement solutions in coordination with the Building Care Director.
Responsible for on-the-job safety of direct reports and ensures incident reports are completed and recorded in a timely manner; enforces Department and University health and safety policies in accordance with University protocols and partnership with Environmental Health and Safety.	Responsible for on-the-job safety of direct reports and ensures incident reports are completed and recorded in a timely manner; enforces Department and University health and safety policies in accordance with University protocols and partnership with Environmental Health and Safety.	Ensure all services, products and equipment safety procedures and protocols are followed consistently among buildings; recommend and implement continuous improvements.

Custodial Services Supervisor MANAGEMENT	Custodial Services Manager I MANAGEMENT	Custodial Services Manager II MANAGEMENT
Assist in the development of procedures and practices related to assigned area; enforces and ensures appropriate procedures governing clean-up of bodily fluids, including those involving human blood and other hazards (e.g., broken glass, toxic chemicals, syringes, blood), are strictly adhered to.	Assist in the development of procedures and policies related to assigned area; enforces and ensures appropriate procedures governing clean-up of bodily fluids, including those involving human blood and other hazards (e.g., broken glass, toxic chemicals, syringes, blood), are strictly adhered to.	In collaboration with the Director, assist on development and implementation of procedures and policies; enforces and ensures appropriate procedures governing custodial services guidelines strictly adhered to.
Provide recommendations on staffing levels as building use or configuration changes.	In cooperation with department personnel, gather information and assist preparation of department budgets and monitor ongoing expenses. Assist in budget preparations; develop and review project budget budgets; review, analyze and authorize bill payments.	In collaboration with Director, analyze historical needs and building demand; provide recommendations for budget planning and development.
Provide consultation to assigned area departments for special custodial needs; respond to emergencies and other special need that may occur outside of normal working hours.	Provide consultation to area departments for special custodial needs; respond to emergencies and other special need that may occur outside of normal working hours.	Provide consultation and ensure proper staffing and support is provided to area departments for special custodial needs; respond to emergencies and other special need that may occur outside of normal working hours.
Oversee team performance and provide ongoing coaching, counseling and facilitate professional development opportunities.	Manage team performance and provide ongoing coaching, counseling and professional development opportunities.	Provide direction and leadership to ensure management of team performance including performance dialogues and individual development plans through ongoing counseling and professional development opportunities.

RELATED COMPETENCIES/SKILLS

JOB RELATED KNOWLEDGE, SKILLS, ABILITIES AND BEHAVIORS THAT CONTRIBUTE TO SUCCESS IN THE ROLE

Decision Making and Critical Thinking: Knowledge of the decision-making process and associated tools and techniques; ability to accurately analyze situations and reach productive decisions based on informed judgment.	Relationship Management: Knowledge of the techniques and the ability to establish and maintain healthy working relationships with clients, vendors, and peers.	Customer Service Management: Knowledge of customer service priorities and ability to utilize tools and techniques for maintaining an environment where all understand and are committed to providing excellent service to internal and external customers.	Managing Multiple Priorities: Knowledge of effective self-management practices and ability to manage multiple concurrent objectives, projects, groups, or activities, making effective judgments as to prioritizing and time allocation.	Team Management and Team Building: Knowledge of effective team building techniques and ability to form and manage effective teams.	Performance Management: Ability to apply organization's performance management system, practices, and tools to developing and improving individual, team, and organizational performance.
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JOB FACTOR PROFILE

FACTOR PROFILE	12118 CUSTODIAL SERVICES SUPERVISOR, BAND E EX	12119 CUSTODIAL SERVICES MANAGER I, BAND F	12120 CUSTODIAL SERVICES MANAGER II, BAND G
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	Trade/Technical/Vocational school degree and 2 to 4 years relevant experience or equivalent combination.	Bachelor's degree and 3 to 5 years relevant experience or equivalent combination.	Bachelor's degree and 5 to 7 years relevant experience or equivalent combination.
IMPACT	Moderate impact	Moderate impact	Moderate impact
CONTACTS - INSIDE	Assists others Cooperation of task completion	Provide guidance to others Coordinate activities	Coordinate major activities Persuading others to take particular course of action
CONTACTS - OUTSIDE	Provide information within pre-established documents or programs	Providing/receive guidance, advice or information that must be analyzed and developed by the position	Providing/receive guidance, advice or information that must be analyzed and developed by the position
CONTACTS - STUDENTS	Limited contact	Limited contact	Occasional contact to provide information and instruction

FACTOR PROFILE	12118 CUSTODIAL SERVICES SUPERVISOR, BAND E EX	12119 CUSTODIAL SERVICES MANAGER I, BAND F	12120 CUSTODIAL SERVICES MANAGER II, BAND G
SUPERVISION	Day-to-day supervision to employees within the dept	Day-to-day supervision to employees within the dept	Day-to-day supervision to employees within the dept
COMPLEXITY	Frequently adapt, combine or make improvements in an existing service, product, process or program. Work requires reasoning skills and judgment	Frequently adapt, combine or make improvements in an existing service, product, process or program. Work requires reasoning skills and judgment	Continually required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires conceptual and imaginative thinking in a highly complex and uncharted environment
LEVEL OF DECISION MAKING	Responsible for making decisions within prescribed limits and/or providing input to others for decision-making	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning, or students	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning, or students
FREEDOM OF ACTION	Directly affect multiple functional areas Moderate effect on students and employees (student residences)	Directly affect an entire dept Moderate effect on students and employees	Directly affect multiple functional areas Limited effect on students. Moderate effect on employees.
EFFECT OF DECISION MAKING	General supervision Regular interpretation of established policies and procedures required	Very general supervision Interpretation of work policies and procedures required. May deviate from standard work practices	Little direct supervision Considerable latitude for exercising judgment and self-direction
WORKING CONDITIONS	Variable working conditions including exposure to conditions which require cautious handling of animals or mildly toxic plants; chemicals or substances requiring careful use; or equipment requiring close attention. Safety gear may be required	Normal working conditions including no or limited exposure to hazardous conditions/ materials/equipment. Safety gear may sometimes be required	Variable working conditions including exposure to conditions which require cautious handling of animals or mildly toxic plants; chemicals or substances requiring careful use; or equipment requiring close attention. Safety gear may be required